





LIFECYCLE PERFORMANCE CONSIDERATIONS

PHASES OF THE LIFECYCLE

Intake/ Registration

- ✓ Key decisions to make during this phase?
- ✓ Information we need to know in order to make the decision?
- ✓ Actions we need to take to implement the decision?

In Program

- ✓ Key decisions to make during this phase?
- ✓ Information we need to know in order to make the decision?
- ✓ Actions we need to take to implement the decision?

Exit

- ✓ Key decisions to make during this phase?
- ✓ Information we need to know in order to make the decision?
- ✓ Actions we need to take to implement the decision?

Follow-up

- ✓ Key decisions to make during this phase?
- ✓ Information we need to know in order to make the decision?
- ✓ Actions we need to take to implement the decision?



LIFECYCLE PERFORMANCE CONSIDERATIONS

INTAKE/REGISTRATION	IN PROGRAM



LIFECYCLE PERFORMANCE CONSIDERATIONS

EXIT	FOLLOW-UP



CUSTOMER CASE REVIEW

SMALL GROUP EXERCISE

The case manager assigned to this case will give a brief narrative or summary of the case. Each group will be assigned one or two key decisions associated with one of the phases of the lifecycle. As we discussed in the “Lifecycle Performance Considerations” activity, these are decisions that have implications for customer and local area performance. For the decision or decisions assigned to your group, please answer the following questions *for this case and with performance in mind*:

- ✓ If the decision has not yet happened, what would you decide?
- ✓ If the decision has happened, was it the right decision?
- ✓ Would you do anything differently? Why?

If you are missing any information, request further details from the case manager. If he/she does not have an answer, note your question. We will report out at the end of this activity, so prepare to share your answers to the questions above.



Performance Enhancement Project
Targeted Technical Assistance

CUSTOMER CASE REVIEW



INTAKE/REGISTRATION	IN PROGRAM
<p>Decision(s):</p>	<p>Decision(s):</p>

EXIT	FOLLOW-UP
Decision(s):	Decision(s):



CUSTOMER CASE REVIEW

INTAKE/REGISTRATION	IN PROGRAM
<p>Decision(s):</p>	<p>Decision(s):</p>

EXIT	FOLLOW-UP
Decision(s):	Decision(s):



CUSTOMER CASE REVIEW

INTAKE/REGISTRATION	IN PROGRAM
<p>Decision(s):</p>	<p>Decision(s):</p>

EXIT	FOLLOW-UP
Decision(s):	Decision(s):